

Day 3 Schedule

- 8:00 Breakfast
- 8:30 Lesson 19: Customer Relations
- 10:45 Lesson 16: Kneewalls
- 12:00 Lunch
- 12:30 Lesson 17: Labs
- 2:00 Lesson 19: Situational Awareness
- 3:00 Class Ends



Installing Contractor Insulation Boot Camp

Lesson 19: Customer Relations

Lesson Topics



What we will cover:

- Providing top-notch customer service
- Effective communication with clients
- Stop Work items

Communicating with Clients



What we'll cover:

- Making a good impression
- Treating clients and their property with respect
- How feelings and attitudes are expressed
- How to handle some common communication problems
- Escalating issues to your supervisor

Communicating With Clients

Provide great customer service using effective communication



Get it Right the First Time



Good customer
service
techniques
increase
productivity and
efficiency

Think Like a Customer

What type of customer service do you expect to receive?



First Impressions



Making a good
first impression
the first time

When You Arrive



- Try not to eat while driving. If you do, check your clothes for drips of food and stains before arriving at the property.
- Do not pull into the driveway with loud music playing.
- Before exiting your vehicle check your breath, nose, and teeth.
- Allowing empty cans to fall from your vehicle as you open the door should be embarrassing.
- Do not slam the vehicle door.
- Do not arrive smoking or chewing tobacco.
- Never spit.
- Keep your tools and equipment organized and maintained.
- Do not carry coffee or any drink in your hand as you approach your client for the first time.

Dress Professionally



An image is
worth 1,000
words

Dress Professionally



- Never arrive to a jobsite in dirty clothes. It is fine for clothes to get dirty during the inspection because the client expects this to happen. Consider bringing coveralls or a Tyvek® suit to keep your clothes clean.
- If you have more than one assessment scheduled for the day, consider bringing a change of clothes, or at least a fresh shirt.
- Cut-off jeans, gym shorts, and tank tops are not appropriate.

Dress Professionally



- Sports teams, political or pop-culture printed t-shirts are never appropriate. Such messages and images can passively offend clients.
- It is acceptable for a clothes to be loose-fitting. Your job requires a great deal of reaching, climbing and crawling -- activities that will be made more difficult by tight or restrictive clothing.
- Shoes should be lace-up and rugged. Laces ensure that feet will not slip out of the shoes. Sandals or high heels are not appropriate. Booties should be worn when inside a clean area of the home.

Common Courtesy Words

Bring back the
“common” in
“common courtesy”



Eye Contact



Eye contact signifies
confidence

Listening

"We have two ears
and one mouth so
that we can listen
twice as much as we
speak.

- Epictetus



Listening well is the foundation:

“Let every person be quick to hear, slow to speak, and slow to anger.”

- James 1:19

“No man ever listened himself out of a job.”

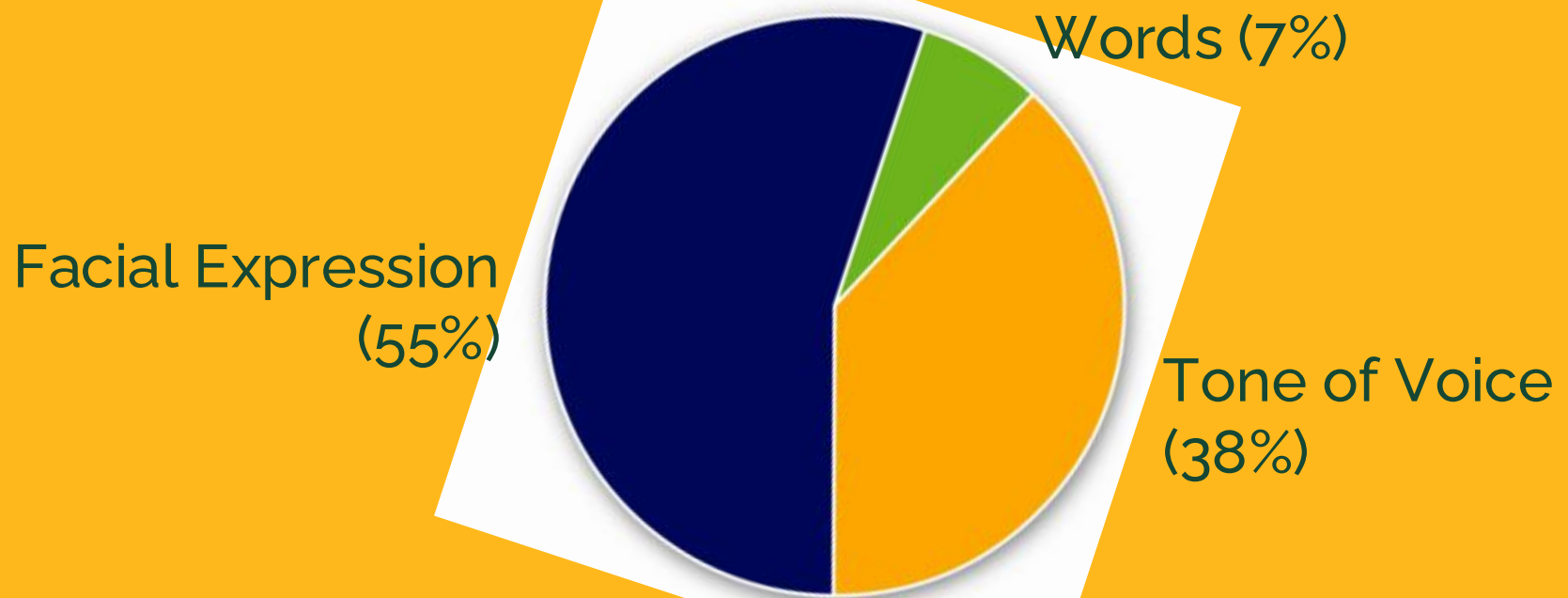
- Calvin Coolidge

Nonverbal Exercise



“It was a
pleasure
meeting you.”

Communication of Feelings and Attitudes



Actions speak louder than words.

Actions Speak Louder Than Words

What message
do you send
when you're not
talking?



Basic Strategies

- Engage the customer early
- Explain the job
- Listen to their concerns
- Give information
- Check understanding and acceptance



Respect



We are in their homes

Pride of Ownership

Privacy

Sensitivity

Ask yourself, "How would I feel if people behaved this way around my children/mother/grandparents?"

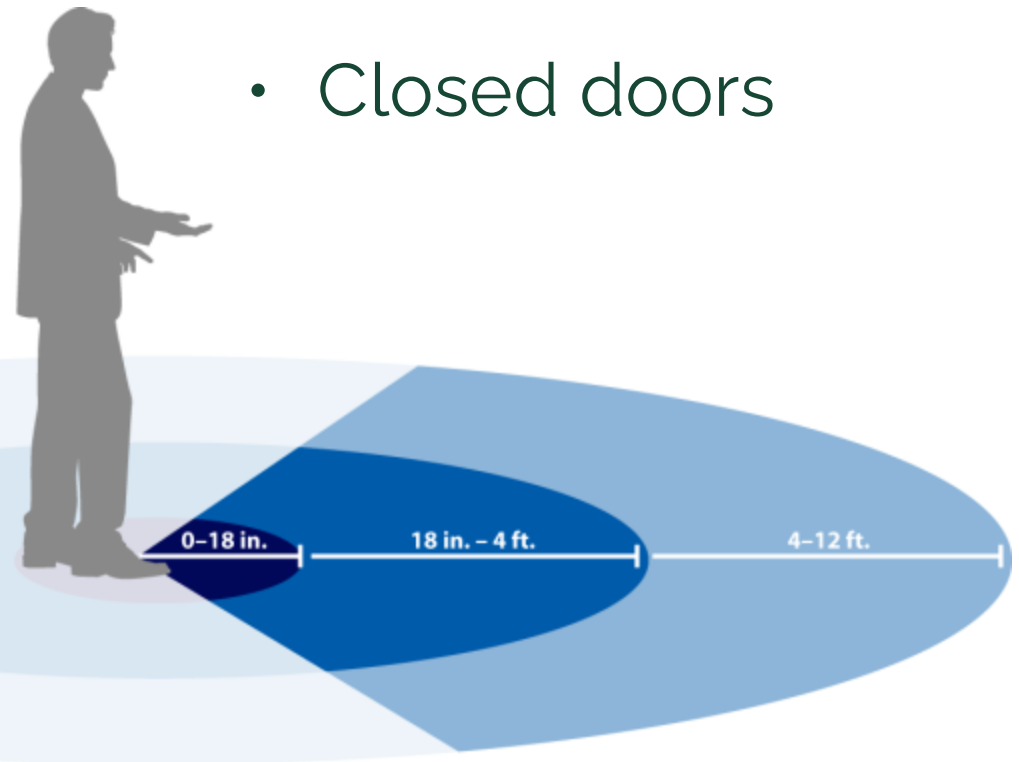
Boundaries

Personal Space

- Acceptable distance differs widely by culture
- Violating personal space is threatening

Other Boundaries

- Closed doors



Understanding Each Other

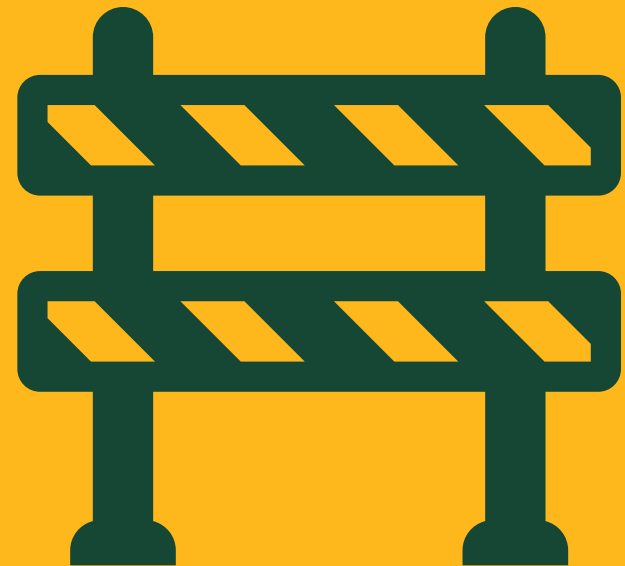
Includes understanding and being understood

- Intention – What are you trying to communicate?
 - Getting answers
 - Client education
- Know your audience – Use terms they will understand.

Barriers

Barriers – Are there barriers to effective communication?

- Language
- Culture
- Poor hearing or sight





Some common issues

- Unrealistic expectations
- Misunderstandings
- Performance issues
- Stop work conditions
- Mistakes

Resolving Problems

Key steps for good communication:

1. Listen
2. Confirm that you understand
3. Give information
4. Check understanding and acceptance



Unrealistic Expectations



1. “Your boss told you to patch those holes in my roof while you’re up in the attic, right?”
2. “I expect we won’t be able to see any damage to our siding after you’re done.”
3. “You’ll be done by noon, won’t you?”
4. “Don’t damage any of the flowers or shrubs around the house while you’re working.”
5. “Please don’t wake the baby!”

Misunderstandings



1. “The energy auditor said you would caulk all those cracks in our siding.”
2. “I understand that you’ll clean the house up after you’re done.”
3. “I didn’t know we had to clean out the attic so you could insulate.”

Performance Issues



1. "What do you mean you have to come back tomorrow! You said you'd be done today."
2. "Look at what you did to my wall! That plaster wasn't cracked before you started."
3. "How did that picture fall off the wall?"

Mistakes



1. “What do you mean the auditor miscalculated and I have to pay for more insulation?”
2. “You put your foot through my bedroom ceiling.”
3. “You were scheduled to be here next week, not today.”

Other Situations



- Uncooperative residents
- Argumentative clients
- Blaming for pre-existing damage
- Hoarders
- Threatening or inappropriate behavior

Escalating Problems



Notify your supervisor when:

- A client's problem or question remains unresolved
- Stop Work conditions exist
- Client behavior is threatening or inappropriate

Stop Work Conditions



Key steps for handling Stop Work conditions:

1. Notify your crew chief
2. Inform client
 - Explain the condition
 - Describe the danger
 - Suggest the solution
3. Check understanding/acceptance
4. Escalate the problem

Standing Water



Mold & Excess Moisture



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Electrical Hazards



Knob and Tube



It is recommended that the customer and/or installer obtain a written statement from a licensed electrician or certified electrical inspector stating that insulation can be safely installed over abandoned knob and tube wiring that exists in attics, walls or ceilings.

Customer Program Guide, pg 29

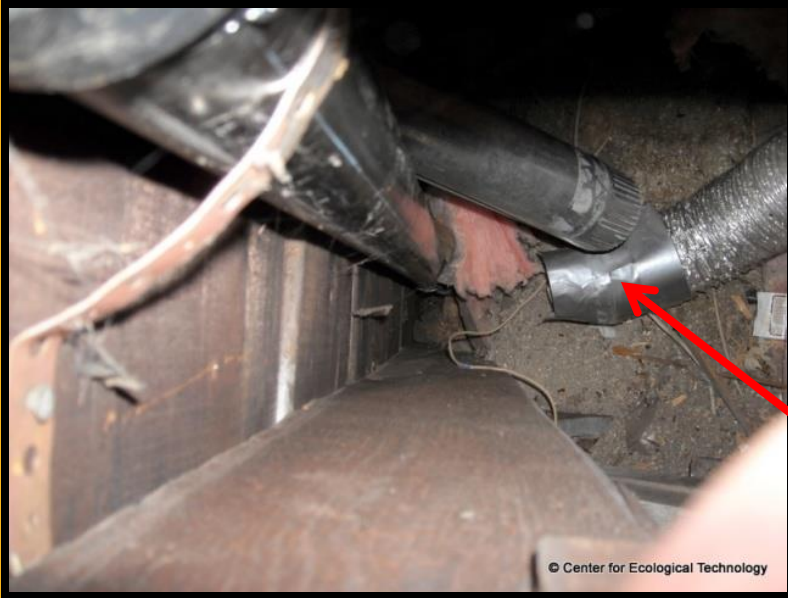
Unsafe Structural Conditions



Rusted Combustion Exhaust



Exhaust Fans Vented to Interior



Disconnected Flue



Asbestos & Vermiculite



Asbestos and Vermiculite



- Insulation can be installed in the attic, basement ceiling, and/or walls above grade if the new insulation will not come in contact with the PACM.
- Insulation cannot be installed in the attic or walls. Insulation can be installed in the basement ceiling if the new insulation will not come in contact with or disturb the vermiculite. (No remediation)
- Insulation can be installed in the attic and basement ceiling, provided a copy of the Clearance Report (see Step 2) has been provided. No wall insulation is allowed unless the walls have been remediated. If remediated, verify that attic air sealing was completed as part of the remediation process. (Remediation)

Animal Feces



Precautions



- Always wear proper personal protection equipment
- Never touch something you are uncertain about
- When in doubt about Stop Work items, always exit a structure and consult your supervisor

Summary



Remember:

- Look, speak, and act professionally.
- Actions speak louder than words.
- Respect – We are in their homes.
- Boundaries – Recognize and respect personal space.
- Understand – Work to understand and be understood.

Summary



Key steps for good communication:

1. Listen
2. Confirm that you understand
3. Give information
4. Check understanding and acceptance

Questions

???

Role Play – Overly Concerned



- Homeowner: a customer who is very concerned about damage to their house or belongings
- Installer: explain the preventative measures you take to protect the occupant's home and possessions